# State of California E-mail Services Questionnaire

This e-mail questionnaire is being conducted by Finance to gather information about e-mail systems deployed within the State of California departments. Finance will use this information to assess how the State of California may be able to reduce the overall cost of providing e-mail services in California State government. After the initial assessment is performed, Finance may contact some of the participating departments for additional information and input on how to achieve this objective. Please return the completed questionnaire by October 7, 2003, to Annde Ewertsen. email address: annde.ewertsen@dof.ca.gov

ph. 445-1932 ext. 3228

Thank you for your assistance in this matter.

Department:
Address:
Contact Person:
Telephone number:

Does the department purchase e-mail services from HHSDC? Yes No (If no, please answer the questionnaire.) (If yes, please answer only the applicable questions.) Does the department purchase e-mail services from a private provider? Yes No (If no, please answer the questionnaire.)

# Hardware:

F-ma		

1.	Total number of	f servers used	to support	e-mail services:

(If yes, please answer only the applicable questions.)

2. Number of the above listed servers solely dedicated to serving e-mail services:

3. Total annual hardware maintenance cost, type of contract and expiration date of contract of servers listed in Question 2: (maintenance costs=support contracts with hardware vendors, i.e. basic or premium, not PYs)

Are any of the servers used to support e-mail currently being financed? (If no, proceed to Question 6)

5. Provide the amount of financing remaining in dollars and months per server.

Does the department backup e-mail offsite? (If no, skip to Question 8)

7. Provide the annual costs associated with storing and/or backing-up e-mail offsite:

Production		Test	Backup
# of servers	# of CPUs	# of servers	# of servers

Backup

	Production	Test	Backup
ost			
/pe			
xpiration			

cost		
type expiration		
expiration date		

		remaining
server	remaining \$	months

Yes No

Yes

No

storing	backing-up

# Software:

Type of operating system, e-mail software and version numbers:

### **Operating Systems**

- 8. What operating system(s) is the department using on the servers on which email software has been installed (please provide the number of systems running)?
- 9. Total annual operating system maintenance costs and maintenance contract expiration date for each system listed in Question 8:

(maintenance costs=support contracts with software vendors, i.e. basic or premium, not PYs) (e.g., If 2 Unix systems, add the annual costs for both systems)

### E-mail Software

- **10.** Type of e-mail software and version number (e.g. MS Exch 5.5, Lotus Notes ND6, Groupwise 5)
- 11. Total annual platform maintenance costs for e-mail software listed in Question 10: (maintenance costs=support contracts with software vendors, i.e. basic or premium, not PYs) (e.g., If 2 MS Exchange, add the annual costs for both platforms)

#### Other Software

- Has the department purchased anti-virus and/or spam software for the e-mail system? (If no,go to Question 16)
- 13. Was spam protection part of the anti-virus software? (If yes, skip Question 15)
- 14. Name, version number, maintenance costs, and contract expiration date for Anti-virus software: (maintenance costs=support contracts with software vendors, i.e. basic or premium, not PYs)
- 15. Name, version number, maintenance costs, and contract expiration date for Spam protection software: (maintenance costs=support contracts with software vendors, i.e. basic or premium, not PYs)
- **16.** Has the department purchased back-up software for the e-mail system? (If no, go to Question 18)
- 17. Name, maintenance costs, and contract expiration date for back-up software: (maintenance costs=support contracts with software vendors, i.e. basic or premium, not PYs)

	Unix	Windows NT	Windows 2000	Windows 2003	MVS	VM	Novell	Other (please list)
# of systems								
version #								
Annual Cost								
contract exp. date								

						Other:
Name:	MS Exchange	Lotus Notes	Groupwise	cc:Mail	Office Version	
Version:						
Annual Cost						
contract exp. date						

Yes No

Yes No

Name	Version #	Contract Exp.	Annual Maint. Cost

Name	Version #	Contract Exp.	Annual Maint. Cost

Yes No

Name	Version #	Contract Exp.	Annual Maint. Cost
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18.	Does the department have other costs associated with e-mail recovery planning not identified in this survey? (If no, go to Question 20)	Yes	No		
19.	Provide an explanation of the costs				
	Operations:				
20.	Does the department have e-mail users in more than one physical location?	Yes	No		
	(If yes, please provide the number of separate locations.)	# of locations:		_	
21.	Number of e-mail users:	Production	Test	1	
				1	
				ĺ	
22.	Number of mailboxes:	Production	Test	1	
23.	Standard mailbox size limit, if applicable: (e.g., 20mg, 40mg)	size:			
24.	Number of e-mail users with mailbox size of:	mb <26 mb 26-50 51-100 101-150 151-250 251-500 >501	# of mailboxes		
25.	Does the department purchase some type of annual access license (other than maintenance) for your e-mail system? (e.g., Client Access) (If no, go to Question 27)		Yes	No	
26.				Contract	Annual
20.	N	Name	Version #	Exp.	Maint. Cost
	Number, type of license, annual cost, expiration date of licenses identified in Question 25:				
	Number, type of license, annual cost, expiration date of licenses identified in Question 25:				
	Number, type of license, annual cost, expiration date of licenses identified in Question 25:				
	Number, type of license, annual cost, expiration date of licenses identified in Question 25:				

27. Number of PY equivalents by classification that support email function:

classification PY equivalent

	(i.e., anyone with any responsibility toward supporting email system):					Ī				
						J				
28.	Number of PY equivalents from Question 27 by classification that are need	lad to maintain								
20.	e-mail help desk function and support for e-mail administrative functions su		es, adds, changes, a	and deletions:						
				-1:6:4:	DV					
				classification	PY equivale	ent 1				
						ł				
				-						
						1				
				-						
	Other Costs:									
	Other Costs:	Teale	HHSDC	Other (please list)						
29.	Does your department have connectivity to :	Teale Yes	HHSDC	Other (please list)						
29.			HHSDC							
	Does your department have connectivity to : (If no , go to Question 31)	Yes No	HHSDC							
29. 30.	Does your department have connectivity to : (If no , go to Question 31)  Type and quantity of connection:	Yes No	HHSDC							
	Does your department have connectivity to : (If no , go to Question 31)	Yes No  Type Quantity CIR	HHSDC							
	Does your department have connectivity to : (If no , go to Question 31)  Type and quantity of connection:	Yes No  Type Quantity CIR Annual	HHSDC							
	Does your department have connectivity to : (If no , go to Question 31)  Type and quantity of connection:	Yes No  Type Quantity CIR	HHSDC							
30.	Does your department have connectivity to : (If no , go to Question 31)  Type and quantity of connection: (e.g., T1, T3)  If your e-mail services were provided by Teale or HHSDC, would	Type Quantity CIR Annual cost	HHSDC							
30.	Does your department have connectivity to : (If no , go to Question 31)  Type and quantity of connection: (e.g., T1, T3)  If your e-mail services were provided by Teale or HHSDC, would your department need additional bandwith and/or circuits?	Yes No  Type Quantity CIR Annual	HHSDC							
30. 31.	Does your department have connectivity to : (If no , go to Question 31)  Type and quantity of connection: (e.g., T1, T3)  If your e-mail services were provided by Teale or HHSDC, would your department need additional bandwith and/or circuits? (If no, go to Question 35)	Yes No  Type Quantity CIR Annual cost  Yes No								
30.	Does your department have connectivity to : (If no , go to Question 31)  Type and quantity of connection: (e.g., T1, T3)  If your e-mail services were provided by Teale or HHSDC, would your department need additional bandwith and/or circuits?	Type Quantity CIR Annual cost Ves No	circuits	(please list)						
30. 31.	Does your department have connectivity to : (If no , go to Question 31)  Type and quantity of connection: (e.g., T1, T3)  If your e-mail services were provided by Teale or HHSDC, would your department need additional bandwith and/or circuits? (If no, go to Question 35)	Yes No  Type Quantity CIR Annual cost  Yes No		(please list)						
30. 31. 32.	Does your department have connectivity to : (If no , go to Question 31)  Type and quantity of connection: (e.g., T1, T3)  If your e-mail services were provided by Teale or HHSDC, would your department need additional bandwith and/or circuits? (If no, go to Question 35)  Estimate the additional requirements	Yes No  Type Quantity CIR Annual cost  Yes No  bandwidth # of	circuits type (T1, T3)	(please list)	banduidth	oire, its	1			
30. 31.	Does your department have connectivity to : (If no , go to Question 31)  Type and quantity of connection: (e.g., T1, T3)  If your e-mail services were provided by Teale or HHSDC, would your department need additional bandwith and/or circuits? (If no, go to Question 35)	Yes No  Type Quantity CIR Annual cost  Yes No  bandwidth # of	circuits type (T1, T3)	(please list)  One-time	bandwidth	circuits				
30. 31. 32.	Does your department have connectivity to : (If no , go to Question 31)  Type and quantity of connection: (e.g., T1, T3)  If your e-mail services were provided by Teale or HHSDC, would your department need additional bandwith and/or circuits? (If no, go to Question 35)  Estimate the additional requirements	Yes No  Type Quantity CIR Annual cost  Yes No  bandwidth # of	circuits lype (T1, T3)	(please list)	bandwidth	circuits				
30. 31. 32.	Does your department have connectivity to: (If no, go to Question 31)  Type and quantity of connection: (e.g., T1, T3)  If your e-mail services were provided by Teale or HHSDC, would your department need additional bandwith and/or circuits? (If no, go to Question 35)  Estimate the additional requirements  What is the estimated one-time costs for installing additional circuits or acqu	Yes No  Type Quantity CIR Annual cost  Yes No  bandwidth # of	circuits lype (T1, T3)	(please list)  One-time	bandwidth	circuits				

**35.** Do you plan to add or expand capacity in the next 12 months?

			Other
	Teale	HHSDC	(please list)
Yes			
No			

36 Please list and explain any other costs associated with the department's e-mail system not identified in the survey.